EVENT NOTIFICATION

To: Qwest Wholesale Customers

From: Qwest IT Wholesale Systems Help Desk

Date: November 25, 2002

Subject: System Event Notification

☐ Initial   ☐ Update   ☒ Closure

This Event Notification is sent to advise you that Qwest is experiencing trouble with the below system:

Ticket Number: 6090995   Ticket Severity: 4

Database Ticket:

Event Onset

Time: 10:52 MTN

☒ AM ☐ PM

Date: 11/19/02

Description of Trouble: CLECs may receive error: "Error Processing Request: OSS Gateway: No Data Returned Bus empty" when performing Service Availability Query (SAQ) on Residential orders.

Business Impact: CLECs may receive inaccurate error message.

Work Around: None required.

System/Application/

Process:

IMA-GUI – Release 11.0 only	☒
IMA-EDI – Release 11.0 only	☒
TELIS/EXACT	☐
E-Commerce Gateway	☐
CEMR	☐
Resale Product Database	☐
MEDIACC	☐
Other:	☐

Client Region:

Eastern	☐
Central	☐
Western	☐
All Regions	☒

Estimated resolution Time: 06:00 MTN   ☒ AM ☐ PM   Date: 12/16/02

Event Closure   Resolution: Trouble to be resolved in patch.

Time: 11:15 MTN

☒ AM ☐ PM

Date: 11/25/02

☒ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.